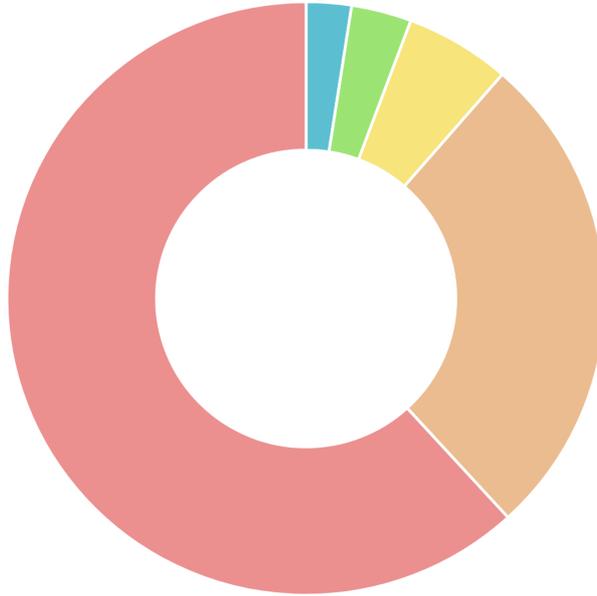


Foundations of EMHD

Class Evaluations

1 This class was helpful to me at this stage of my career



2% (3)
Strongly Disagree

3% (4)
Disagree

6% (7)
Neither Agree nor Disagree

27% (33)
Agree

62% (76)
Strongly Agree

27.98
Standard Deviation

123
Responses

Comments

Course content really does not give guidance on what to do during an actual call.

Sometimes I feel I loose control after calls - this training will help me.

Would have been good to get years ago.

I can get complacent

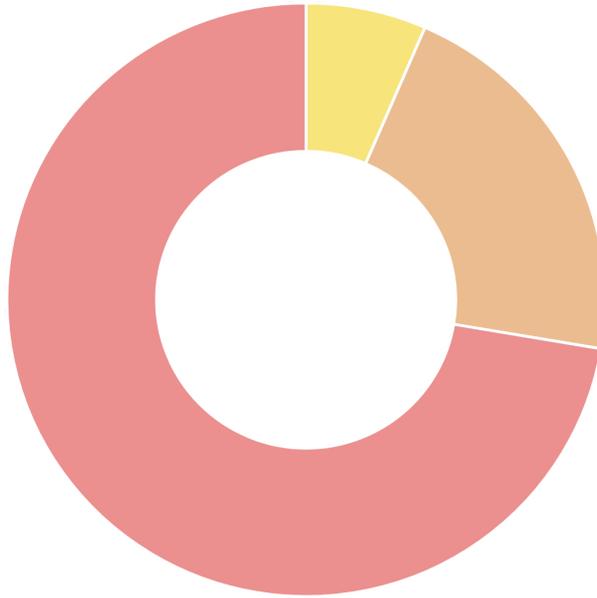
Understanding mental illness

Refreshing & adding tools to use

It was a topic that wasn't well covered with in house training

The class is great at all stages of a career.

2 The topic was well presented



0% (0)
Strongly Disagree

0% (0)
Disagree

7% (8)
Neither Agree nor Disagree

21% (26)
Agree

72% (89)
Strongly Agree

33.57
Standard Deviation

123
Responses

Comments

Well organized

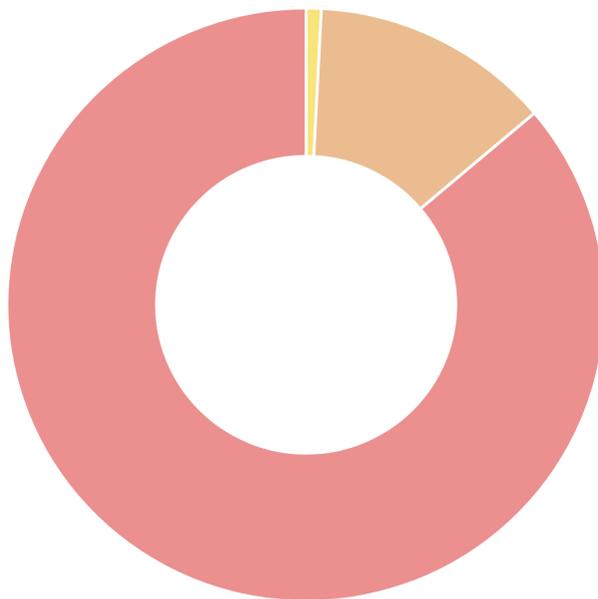
Hit on all aspects of mental health issues.

It kept me engaged.

excellent insight

enjoyed it not being so PowerPoint heavy but still getting the materials to use/keep for reference

3 The instructor was well prepared



0% (0)
Strongly Disagree

0% (0)
Disagree

1% (1)
Neither Agree nor Disagree

13% (16)
Agree

86% (106)
Strongly Agree

41.15
Standard Deviation

123
Responses

Comments

Great instructor!

very knowledgeable

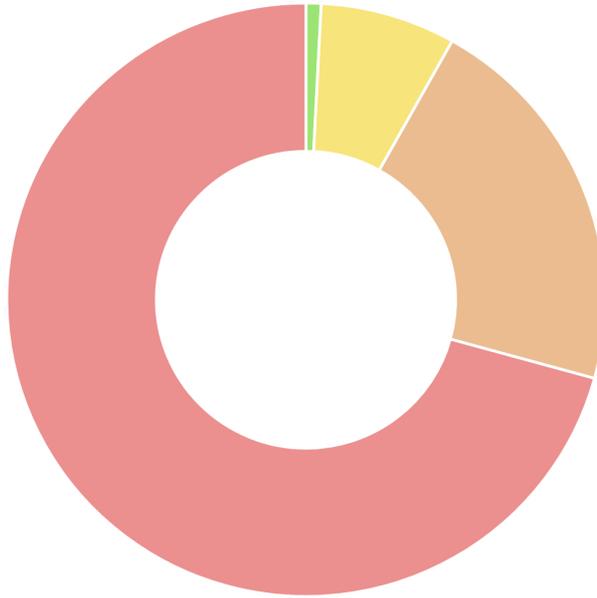
very prepared

very informative

I always enjoy a Jim Marshall class!

Very animated & knowledgeable

4 The information was delivered so that I could understand the topic



0% (0)
Strongly Disagree

1% (1)
Disagree

7% (9)
Neither Agree nor Disagree

21% (26)
Agree

71% (87)
Strongly Agree

32.56
Standard Deviation

123
Responses

Comments

used easy to understand terms & examples

Just have a small problem understanding psych terms

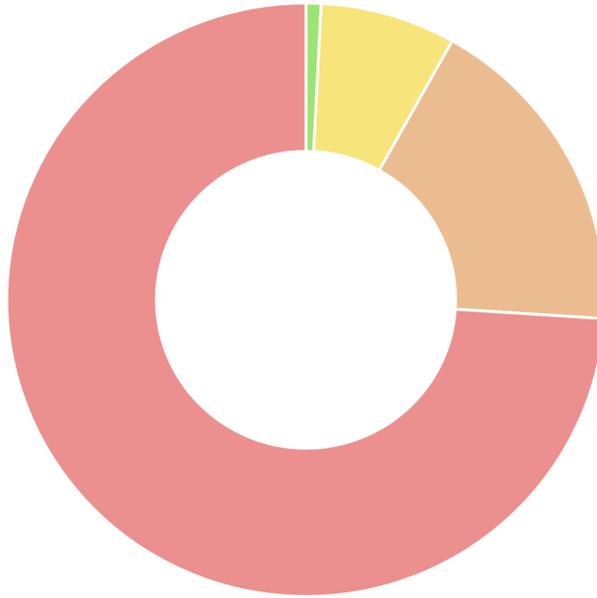
Great for layperson and the long time professional.

Not enough time in one day to cover, but great effort!

Presented all material in an engaging way.

I like more example calls.

5 The presentation was well organized



0% (0)
Strongly Disagree

1% (1)
Disagree

7% (9)
Neither Agree nor Disagree

18% (22)
Agree

74% (91)
Strongly Agree

34.12
Standard Deviation

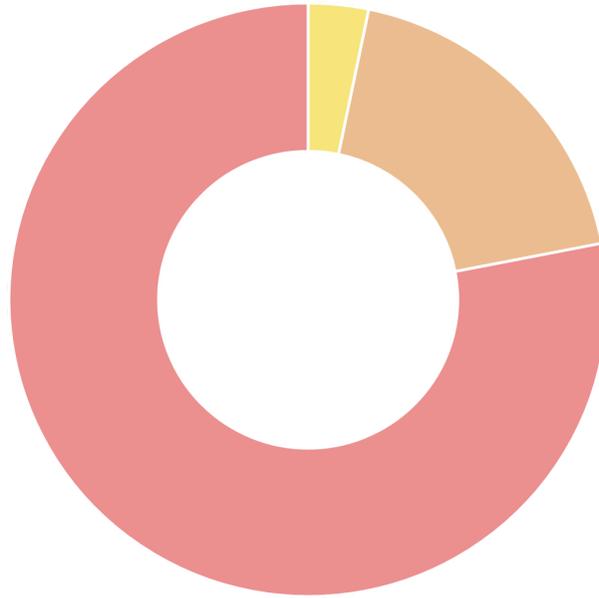
123
Responses

Comments

very

Loved it was not taught off PowerPoint

6 Printed resources were helpful in supporting the learning experience



0% (0)
Strongly Disagree

0% (0)
Disagree

3% (4)
Neither Agree nor Disagree

19% (23)
Agree

78% (96)
Strongly Agree

36.7
Standard Deviation

123
Responses

Comments

Helpful to keep, follow along & will refer back to

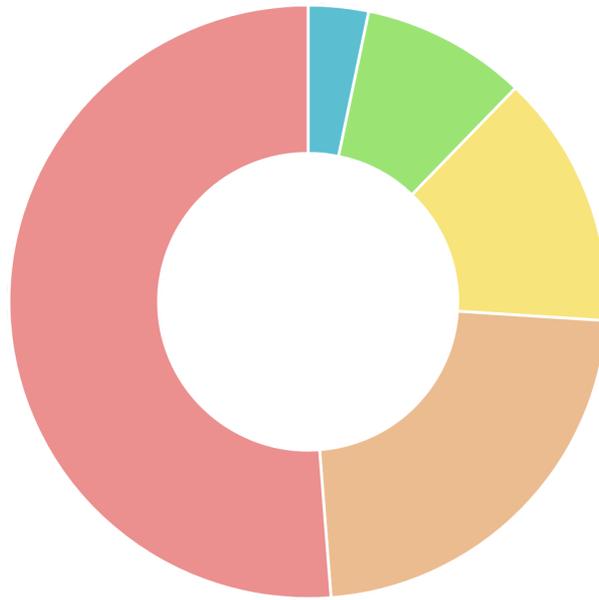
Especially the mental states menu

Will take this back with me

Great resources will be very useful

If I read anything it will be this material.

7 There was appropriate time allotted for this course



3% (4)
Strongly Disagree

9% (11)
Disagree

14% (17)
Neither Agree nor Disagree

23% (28)
Agree

51% (63)
Strongly Agree

20.75
Standard Deviation

123
Responses

Comments

To much time aloted

This should be a 2-day course

Could be a 2 day course to focus on detail

Could have gone longer

Could easily be a 3-day course to achieve further depth.

There is so much to dissect from this course that 5 hours is not enough.

This topic seems like a 2 day course to really grasp and take away.

I would like the full three day version of this class

1 day is tough

Would have liked more time

Would love to attend more classes.

(score of "1-strongly disagree"): So much info, could be 2+ days

Yes & no...great but I'm sure I would have enjoyed the 3-day!

I feel like it could have been longer - which would be helpful.

A little rushed at the end - but there was a lot to cover.

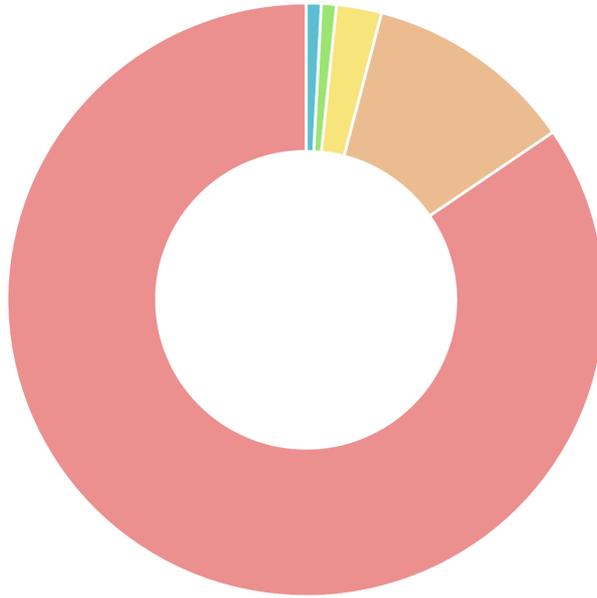
I would have liked all three days

more time so it is not so condensed

Would love a 3 day course

Alot of info for 8 hours

8 A helpful and supportive learning environment was provided



1% (1)
Strongly Disagree

1% (1)
Disagree

2% (3)
Neither Agree nor Disagree

11% (14)
Agree

85% (104)
Strongly Agree

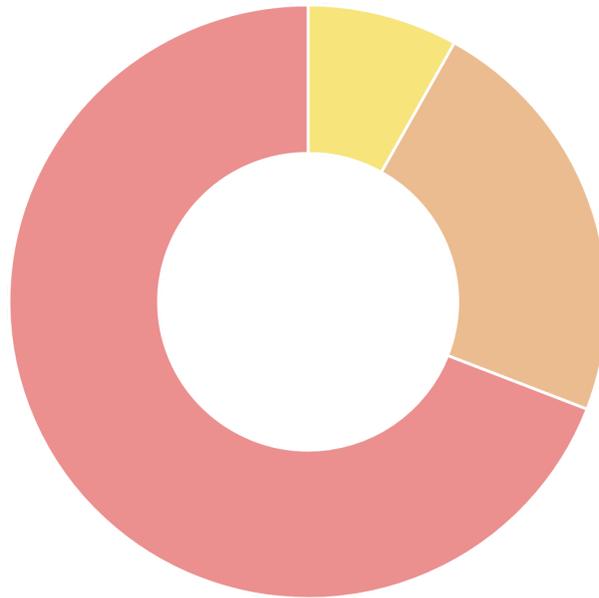
39.99
Standard Deviation

123
Responses

Comments

Not conducive to night shifts

9 There was valuable and adequate interaction among class members



0% (0)
Strongly Disagree

0% (0)
Disagree

8% (10)
Neither Agree nor Disagree

23% (28)
Agree

69% (85)
Strongly Agree

31.88
Standard Deviation

123
Responses

Comments

Instructor tried to engage the class the entire time

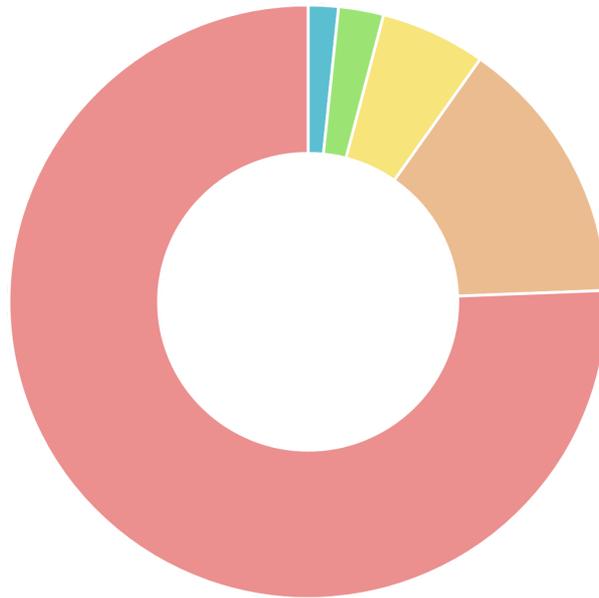
Great class. Great group of people.

Encouraged and supported

I always like meeting people from other centers

No awkward group activities?

10 I gained a great deal from this course and would recommend it to others



2% (2)
Strongly Disagree

2% (3)
Disagree

6% (7)
Neither Agree nor Disagree

15% (18)
Agree

76% (93)
Strongly Agree

34.67
Standard Deviation

123
Responses

Comments

Alot of information, things to think about and tools to help do a better job.

Absolutely

Very much

Absolutely!

No fault of yours, but I would've gained a lot more during more night shift friendly hours.

11 Additional Comments

Thank you!

Jim was very good and very helpful

I absolutely feel more prepared to handle mental health crisis callers, and feel I can certainly help them more now than before.

Thank you for acknowledging these topics apply to dispatchers work life and real life.

Outstanding presentation; would love a lengthier course.

Very insightful class. Instructor is a wealth of knowledge - is able to tailor the class to the needs requested by the students. even though its a long class by the end of the day you still want more.

Your clinical insight on psychological conditions is a powerful tool in getting the message of the course.

Education is so important especially when it's information that is not addressed upon.

This class was incredibly helpful. I wish I had this training in the beginning of my career. I'm grateful for the information & will be able to connect deeper with my callers as well as myself. Thank you for that.

Thank you!

Some of it felt rushed - I wanted more info for "at the console" - felt rushed at the end where the skills and tools were mentioned. Overall, well presented - instructor was interesting and informational.

The subject seems difficult to put into our job

I think this course should be taught to the big bosses, chief, Ct., Sgts, town hall. Maybe they will get a better understanding of a 911 call.

After lunch rushed, morning slow presentation.

Jim kept everyone engaged and involved. Pleasure taking the class.

Jim's teaching style is fluid, working with the needs of the group. The class is presented in a safe environment that allows people to share respectfully.

EMHD Resource Guide is extremely valuable. Loved the use of audio clip examples.

This class flew by! I was so interested the whole time.

I think it would be insulting to say anything negative about this course. I enjoy being insulting and I still can't think of anything to say.

Excellent class and use of examples to drive the course content. Thank you!

too clinical, need more calls - real world.

Really enjoyed the content & presentation of info.. Thank you!

Can't control the quiet people! It's okay I have no problem talking!

Great class! Very informative. Would enjoy going to more of your classes.

Everything was great but it should've been timed better so we weren't rushing at the end.

Great training! Thank you!!

The suicide topic is hard for a lot of people to talk about - to touch - or even to learn - the info in this class was well thought out and well presented.

This class helped me more easily connect with a suicidal caller, out a "face" to them and gave me other tools to help someone who may feel they have no way out.